

March 17, 2015

Richard Sanchez
Chief Information Officer
Los Angeles World Trade Center, Suite 188
350 South Figueroa Street
Los Angeles, CA 90071

Dear Mr. Sanchez:

Thank you for an informative update on the County's more recent information technology (IT) initiatives during yesterday's Department Visit meeting. The Commissioners commend your leadership in establishing a Provisional Funding Unit (PFU), a model approach to defraying the startup costs of new technologies. This financial tool spreads these technology costs across County Departments, a benefit to small and mid-sized Departments.

Members of the Commission applaud your taking on the challenging task of promoting and tracking departmental use of enterprise solutions to improve operations and the quality of services. The dashboard serves as a County road map on the progress of its IT initiatives. Regular review of the dashboard provides guidance on enhancing productivity, efficiency and improving County processes.

Commissioners were pleased to see progress continue on the Enterprise Master Person Index (EMPI), which ultimately will allow departments to share information. The EMPI, funded in part with a grant from the Commission's Productivity Investment Fund, is designed to accurately establish the identity of persons using various County services, while complying with HIPAA regulations.

We were also impressed with your quality and productivity improvements in the following areas:

- Implementation of enterprise business solutions, including a Shared Portal, Adobe Forms/Lifecycle, Enterprise Content Management, Captiva, an image processing function, and Countywide Master Data Management
- Spearheading a Managed Print Services initiative, which has begun to reduce the number, maintenance and supply costs of County printers



**County of Los Angeles
Quality and Productivity
Commission**

565 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Telephone: (213) 974-1361
(213) 974-1390
(213) 893-0322

Website: <http://qpc.co.la.ca.us>

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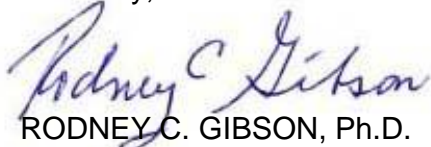
- The pending launch on March 31, 2015 of the County's Open Data Portal, complete with a GIS component, providing the public access to a wide range of information on programs and services

We look forward to working with the department on:

- Enhancing the recruitment and retention of IT staff
- Development of a Governance Model and Strategy for a Central Data Center, which will focus on avoiding duplication of effort and resources
- Collaborating with the Productivity Managers Network to promote and leverage new technologies to improve services
- Assist with development of Project Management Resources

Thank you for a productive Department Visit. We will continue to work closely with Greg Melendez, Productivity Manager, and Kimberly Jo, Alternate Productivity Manager. Please contact Victoria Pipkin-Lane, Executive Director, at (213) 974-1361 for additional information.

Sincerely,



RODNEY C. GIBSON, Ph.D.
Chair

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